



**State of Illinois**  
**Illinois Commerce Commission**  
**Customer Credits for Telecommunications Carriers**  
**Code Part 732.30**  
**Quarterly Filing**

**RCN Telecom Services of Illinois, LLC**  
**for quarter ending December 31, 2008**

<b>Out of Service More Than 24 Hours</b>	<b>October</b>	<b>December</b>	<b>December</b>	<b>Totals</b>
A. Total dollar amount of all customer credits paid	\$2,411.00	\$2,200.00	\$1,702.00	\$6,313.00
B. Number of credits issued for repairs - 24 - 48 hours	82	80	233	395
C. Number of credits issued for repairs - 48 - 72 hours	46	45	144	235
D. Number of credits issued for repairs - 72 - 96 hours	33	40	108	181
E. Number of credits issued for repairs - 96 - 120 hours	18	13	47	78
F. Number of credits issued for repairs > 120 hours	14	8	24	46
G. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	308	268	345	921
H. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

<b>Failure to Install Basic Local Exchange Service</b>	<b>October</b>	<b>December</b>	<b>December</b>	<b>Totals</b>
A. Total dollar amount of all customer credits paid	\$0.00	\$0.00	\$0.00	\$0.00
B. Number of installations after 5 business days	17	9	7	33
C. Number of installations after 10 business days	3	1	2	6
D. Number of installations after 11 business days	2	1	2	5
E. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	0	0	0	0
F. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

<b>Missed Appointments</b>	<b>October</b>	<b>December</b>	<b>December</b>	<b>Totals</b>
A. Total dollar amount of all customer credits paid	\$450.00	\$400.00	\$450.00	\$1,300.00
B. Number of customers receiving credits	9	8	9	26
C. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	161	122	158	441

**Comments**